

6.4 Help Desk Services (Schedule 3.3 – Appendix 4)

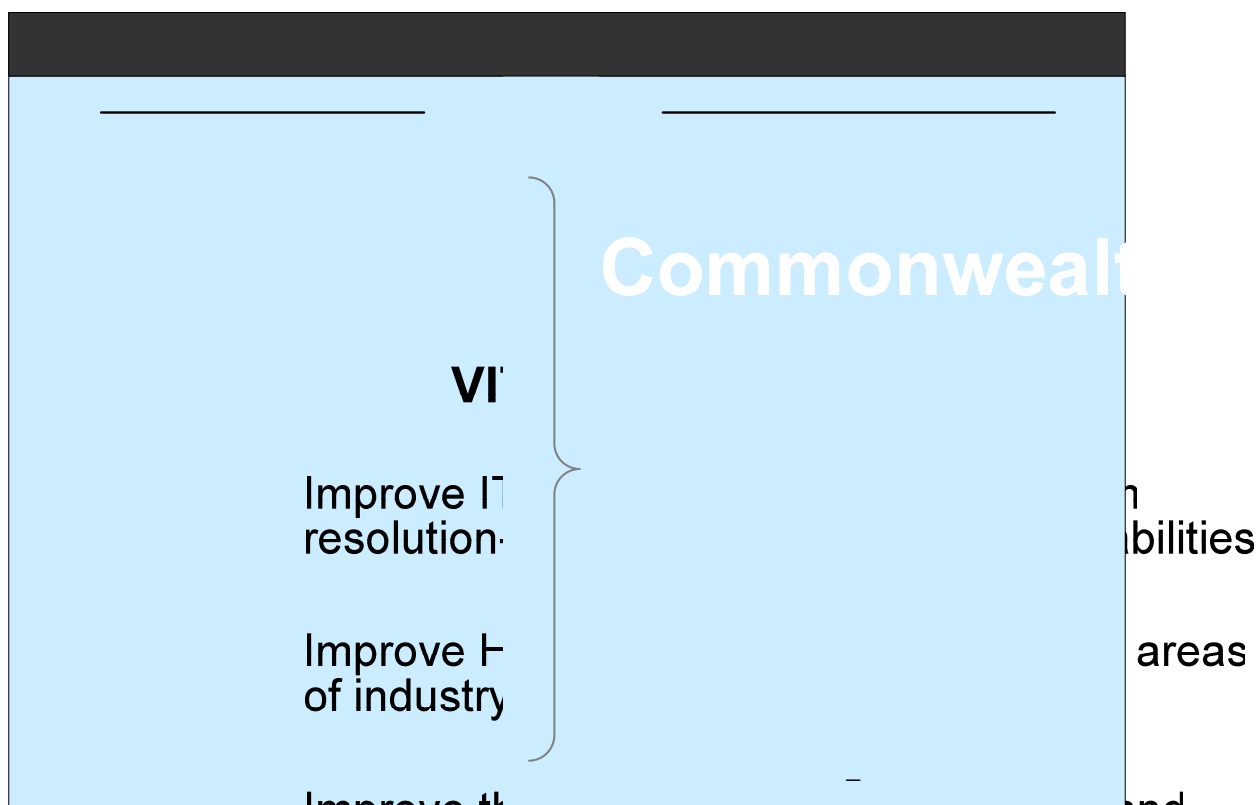
***Instructions to Vendors:** Unless specifically noted in the appropriate tables below, Vendor agrees to perform, for the environment (described in Schedule 3.3 – Appendix 4, Section 2), the services and associated roles and responsibilities (as outlined within Schedule 3.3 – Appendix 4, Section 3 Help Desk Support Services Requirements), at the defined service levels (as outlined within Schedule 3.3 – Appendix 4, Section 4). Section 3 is not considered to be all-inclusive. Vendor will be responsible for the complete life-cycle management of these services, unless otherwise noted. Vendor shall clearly indicate in the tables below if it does not accept the requirements defined in Schedule 3.3 – Appendix 4 Commonwealth considers the Vendor to agree to all Schedule 3.3 – Appendix 4 unless identified herein. Vendor should add rows to the tables below as necessary. Absence of issues will constitute agreement for those items not herein addressed, and will be off the table for further negotiation.*

6.4.1 Help Desk Solution Overview

***Instructions to Vendors:** Provide an overview of the Help Desk solution you propose to address the Commonwealth Requirements stated in Schedule 3.3 – Appendix 4. This overview should **not be more than two-pages** long. Additional details should be provided in Section 11 of this Vendor Proposal document.*

The Commonwealth Partners' Vision for the Commonwealth

The Commonwealth Partners Help Desk strategy integrates STI Knowledge and ITIL best practices, trained people, and new technologies to comply with the Commonwealth's Schedule 3.3 - Appendix 4 requirements. Our transition and operation teams will lower project risks by leveraging transition toolkits developed for the State of Florida, deploying non-proprietary technology, and by utilizing an existing facility in Southwest Virginia. We meet or exceed the Help Desk objectives and provide value-add components that will help Agencies improve their employee productivity so that they have more time to support Commonwealth citizens.



Solution Description

The Single Point of Contact (“SPOC”) will resolve all IT problems and Service Requests. End-Users will have multi-channel access to the SPOC via a single 800#, a self-service portal, email, fax, chat, or vmail.

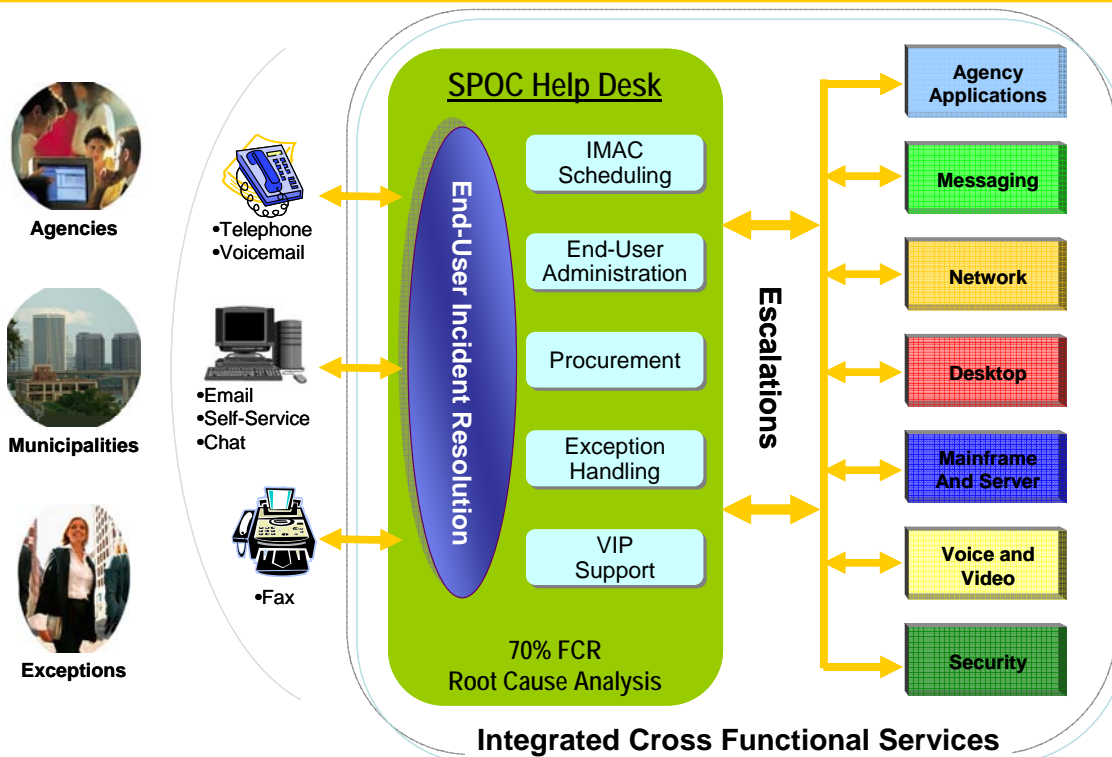
The Help Desk will follow the approved Incident Handling procedure. The Help Desk has a goal of resolving 75 percent of End-User Incidents within 24 hours of First Contact. Those not resolved will be routed to the appropriate support group for resolution. The Help Desk retains ownership of all routed incidents and tracks their progress to insure SLA compliance. Once an End-User Incident has been resolved, the Help Desk will follow-up with that End-User to ensure satisfaction with the resolution. This follow-up is a best practice is called Total Customer Care™.

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During transition, existing support processes will be re-engineered and standardized on industry best practices. The new processes will be automated with non-proprietary technologies from Computer Associates, Cisco, Witness and others. The contract will use the best technologies from the existing Agency Help Desk toolsets. All Users and their corresponding Agencies will be fully transitioned to the new Help Desk within twelve months of the Service Commencement Date.

Achieve the Service Levels specified in Section 4, Appendix 4 of Schedule 3.3

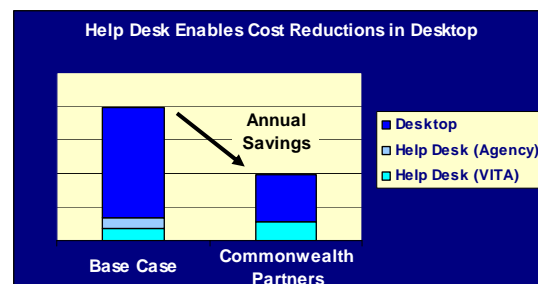
ITIL Single Point of Contact Processes Enable Total Contact Ownership



Benefits/Future State

The Commonwealth Partners' Help Desk provides VITA with a unique opportunity to implement a Cross Functional infrastructure support system that continuously improves customer service while improving operating efficiencies. By allocating more resources to the Help Desk, the Partners' will improve customer service and improve efficiencies by eliminating escalations to Desktop and other Towers. The new VITA Help Desk will:

- Increase Agency employee productivity by resolving more Incidents on First Contact. (Example: A one hour increase in Agency employee productivity per month equals the output of an additional 417 FTE' s)
- **Redacted**
- Increase Security by following and enforcing Commonwealth Security Policies and Procedures



6.4.2 Help Desk Service Environment Acceptance and

Exceptions

Vendor shall reference and provide detailed accepted and/or proposed service environment components as attachments to the proposal where required and as indicated in Schedule 3.3 – Appendix 4, Section 2.



Check - Vendor agrees with Schedule 3.3 – Appendix 4, Section 2, except for the elements listed in the table below.

Table 28. Help Desk Service Environment Issues

Redacted

6.4.3 Help Desk Support Services Requirements Acceptance and Exceptions



Check if Vendor agrees with Schedule 3.3 – Appendix 4, Section 3, except for the elements listed in the table below.

Table 29. Help Desk Support Services Requirements Issues

Redacted

6.4.4 Help Desk Service Management Acceptance and Exceptions



Check - Vendor agrees with Schedule 3.3 – Appendix 4, Section 4, except for the elements listed in the table below.

Table 30. Help Desk Service Management Issues

Redacted

6.4.5 Help Desk Services Management Tools

Describe the automated tools used in the delivery of this service in the table below.

Commonwealth Partners will deploy the latest version of the software components listed below that have been tested and determined to be operationally ready for deployment. Throughout the Term, Commonwealth Partners will upgrade to new versions as released by the vendors provided the new versions have been tested and are operationally ready for deployment.

Table 31. Help Desk Services Management Tools

Redacted

6.4.6 Vendor Additional Comments relative to service provisioning for Schedule 3.3 – Appendix 4

During due diligence, the team found that most End-User Incidents were resolved by Desktop rather than at the Help Desk. The current environment includes more than 115,000 End-Users (Includes Agency

employees and telecom support for municipalities) spread across State, County, and Local communities. The table below shows the differences between current state (based on due diligence) and the future state (based on SOW requirements) of the Commonwealth Help Desk environment.

Current State	Future State
End-Users have multiple phone numbers to call depending upon the support needed	End-Users call one toll free number for all support and services requests
More than 40 decentralized Help Desks with some Agencies having more than one	End-Users call one SPOC for all support and service requests
Inconsistent hours of Help Desks operation across support services	Improved and consistent hours of operation. (5x12x365 support for all Agencies and 24x7x365 for VIPs)
No formal Service Levels	Service Levels will be formalized and include penalties for non-performance that make it very painful to miss a Service Level
No standard list of supported hardware and software	A web catalog for all services and supported hardware and software will be available
Few agencies have Service Level reporting	Agencies will have standard web reporting for the services associated with their particular Agency and can generate their own reports via a web Dashboard
More than 10 Incident management systems with no integration between them	One unified Commonwealth wide, non-proprietary, ITIL certified toolset for Incident management and reporting will be deployed. End-Users and Agency support groups will be able to utilize one system to access all of their support and service requests. Agencies will also be able to eliminate software maintenance costs, hardware server refresh and maintenance costs and related administration costs on their respective Incident management systems in use today.
Few agencies have formal Standard Operating Procedures and documented escalations	Agency and VITA support processes will be re-engineered to follow ITIL and STI Knowledge best practices. The new processes will be documented and incorporated into SOPs that will enable the Help Desk to provide consistent and predictable service to End-Users
No knowledge management or knowledge databases available	Commonwealth Partners will deploy a knowledge database for all End-Users to get quick answers to Commercial Off the Shelf applications and FAQs. In addition, Agencies will be able to post Agency knowledge articles specific to their applications which help End-Users solve Agency proprietary applications without escalations to Agency Level II-III support groups. The knowledge base and correlating content development engine will be available to all Agencies and is included in the Help Desk price as long as the Agency follows the SOPs for posting knowledge articles and has a STI trained and certified Knowledge Manager who oversees the creation of knowledge for their respective Agency..
Many agencies have no process flows for incidents	All agencies will use one tool with automated ITIL and STI Knowledge best practice consistent processes

Current State	Future State
Most Incidents are dispatched to Desktop for dispatch of an engineer to visit the End-User to resolution.	Commonwealth Partners solve most Incidents at the Help Desk. Solving more Incidents at the Help Desk will get Agency employees back to work quicker improving their productivity. In addition, overall costs will be reduced by eliminating costly escalations to more expensive Desktop resources for resolution.
Cannot escalate incidents to Agency support groups	Escalate any incident to any Agency for support with audit trail
Security alerts and outages not known by End-Users	End-Users will be alerted to security threats and critical outages via the self-service portal and IVR front end alert messages.
Inefficiencies due to small sizes of help desks	Large Help Desk creates more efficient work and higher SLAs
Many Help Desks have no ACD	One internally redundant Cisco VoIP ACD housed in a MCI CoLo facility for .99999 uptime providing consistent reporting and Service Levels
Help desks can only do minimal password resets	Help Desk will reset passwords and deploy a tool that allows Users to reset their own password

Section 11.3.5 contains more details on how Commonwealth Partners will meet/exceed Section 3.3 – Appendix 4 requirements.